



# **Sacramento Regional Fire/EMS Communications Center**

**P.O. Box 247, Rancho Cordova, CA 95741-0247  
(916) 228-3058 – Fax (916) 228-3082**

## **JOB DESCRIPTION COMMUNICATIONS CENTER MANAGER**

**POSITION SUMMARY:** This is a contractual, at-will position that is exempt under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. The incumbent serves as the chief executive officer for the fire and emergency medical systems communications center that provides services for participating fire agencies primarily serving the County of Sacramento under the general direction of the Governing Board.

**ESSENTIAL FUNCTIONS:** The following are essential functions of this job, but are not an all-inclusive listing of work requirements:

1. Manage the communications center in an effective and efficient manner within the policy parameters established by the Governing Board.
2. Develop and propose goals, objectives, and strategies for consideration by the Governing Board.
3. Implement administrative, operational, and technical procedures that support the goals, objectives, and strategies and policies approved by the Governing Board.
4. Develop and propose preliminary and final budgets for consideration by the Governing Board.
5. Implement financial procedures that support budgets approved by the Governing Board.
6. Ensure compliance with laws, regulations and policies pertaining to the communications center.
7. Participate in Governing Board meetings and provide comprehensive and timely reports to the Governing Board.
8. Hire, counsel, discipline and terminate employees in accordance with accepted management practices and communications center policy.
9. Provide general supervision of and review work completed by the operations manager, technical systems manager, and administrative staff for quality control and compliance with policies.
10. Interpret policy parameters for and work with the communications center's legal counsel on labor, contractual, and other legal issues.
11. Advise and confer with members of the Governing Board and with the staff and governing bodies of member agencies.
12. Coordinate the communications center's operational and technical procedures with appropriate agencies and groups, including the Member Agency Chiefs, the Sacramento County Fire Chiefs Association, the Communications Task Force Group, the Systems Management Group and the Geographic Information Systems Committee. This coordination excludes Communications Center policy and budget matters.
13. Represent the Communications Center with other public agencies and the community at large.

Job Description  
Communications Center Manager

**MINIMUM QUALIFICATIONS:** Offers of employment are contingent upon successful completion of a background investigation and a physical examination to include a drug screen.

**EDUCATION:** A Bachelor's Degree from an accredited college or university in public or business administration, fire service management, criminal justice, or closely related field is required. A masters or higher degree in the same fields is preferred but not mandatory.

**EXPERIENCE:** A minimum of five years experience in a public emergency communications agency, including at least two years at managerial level with budgeting and planning experience is required.

**PERSONAL QUALITIES:** The incumbent needs to possess the highest qualities of leadership and integrity.

**KNOWLEDGE OF:**

1. The principles and practices of public administration, financial management, and personnel management.
2. Regulatory agencies, laws, regulations, and policies that pertain to a public emergency communications agency.
3. Complex computer, radio, and telephone systems relating to public safety dispatching systems.

**ABILITY TO:**

1. Accomplish the essential functions specified in this job description.
2. Recognize the need for the establishment of new or revised policies, procedures, and methods of operation to better maintain an effective public safety communications center.
3. Work with the Governing Board, member agencies, contracting agencies, other appropriate agencies and groups, and the general public in a positive manner.

**PHYSICAL REQUIREMENTS:**

1. Physical abilities must be commensurate with essential functions of the position.
2. No person shall pose a direct threat to themselves or to the health and safety of other individuals in the work place, or to the public they serve.

**LICENSE:** Possession of and ability to maintain a current valid California Driver's License, Class C is a condition of employment.

SRFECC Is an Equal Opportunity - Affirmative Action Employer

The immigration Reform and Control Act requires US Citizenship or authorization to work in the US. Documentation must be presented at the time of hire. Special testing arrangements may be made to accommodate disabilities. Describe the special-test arrangement you require in the ADDITIONAL INFORMATION section of the application form.